

**Maine Department of Agriculture, Conservation and Forestry  
Division of Quality Assurance and Regulations  
Maine Meat and Poultry Inspection**

**2016 LIMITED ENGLISH PROFICIENCY PLAN**

**I. Introduction**

The Maine Meat and Poultry Inspection (MMPI) program developed this Limited English Proficiency (LEP) plan to ensure equal access to services provided by MMPI for persons with limited English proficiency. Limited English Proficiency (LEP) persons are defined as individuals who do not speak English as their primary language, and who have a limited ability to read, write, speak, or understand English. This plan is subject to annual review and changes as necessary.

**II. Policy**

It is MMPI's policy to ensure that reasonable steps are taken to provide meaningful access and an equal opportunity to participate in services, activities and programs to individuals whose first language is not English. MMPI inspection program personnel (IPP) that receive requests from recipients of, or applicants for, inspection services should contact MMPI Headquarters for guidance.

**III. Legal Authority**

Title VI of the Civil Rights Act of 1964 prohibits discrimination, in part, on the basis of national origin in the delivery of services or benefits funded by the Federal government. Under this law, federally assisted programs must ensure their activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination. Executive Order 13166, "Improving Access to Services for Persons with LEP", was signed on August 11, 2000, provides further direction, requiring that Federal agencies provide meaningful access to federally assisted programs and activities for LEP persons. In addition, the Order requires that federal agencies create plans to provide LEP persons with meaningful access to federally conducted programs and activities. The Department of Justice (DOJ) issued guidance for agencies to follow in creating plans to make Federal services, activities, and programs accessible for LEP persons.

According to Maine Revised Statute, Title 22, Chapter 562-A, §2512: *the Department of Agriculture, Conservation and Forestry, is designated as the state agency to administer this chapter and to cooperate with the Secretary of Agriculture of the United States in developing and administering the state meat inspection program.* As a recipient of federal funds MMPI must comply with federal LEP requirements.

#### **IV. Definitions/Key Terms**

**Agency** - The departmental program with delegated authority to deliver programs, activities, benefits, and services.

**American English** – The language/dialect primarily used in the United States.

**Certified Interpreter** – An individual who has taken and passed an examination administered by a knowledgeable authority.

**Discrimination** – The unfavorable treatment or consideration of, or making a distinction in favor of or against, a person based on the group, class, or category to which that person belongs rather than on individual merit.

**Federally Assisted Program** – All programs and operations of entities that receive assistance from the Federal government.

**Interpretation** – Listening to communication in one language and orally converting it to another language while retaining the same meaning.

**Language Access** – Efforts to make programs and services accessible to individuals who are not proficient in English.

**Language Assistance Services** – Interpretation or translation services that assist Limited English Proficient individuals in understanding or communicating in another language.

**Limited English Proficiency Person** – An individual who does not speak English as his or her primary language and has a limited ability to reason, speak, write, or understand English.

**Translation** – The process of transferring ideas expressed in writing from one language to another.

**Translator** – A person who converts language into an alternative form of communication so it is understandable to persons who communicate differently.

**Vital Document** – Paper or electronic written material that contains information that is critical for accessing a program or activity, or is required by law, such as consent forms, applications, and notices of rights.

#### **V. Scope of MMPI as a Federally Assisted Program**

MMPI is within the Division of Quality Assurance and Regulations (QA&R), Maine Department of Agriculture, Conservation and Forestry (DACF), Augusta, Maine. The Maine Meat and Poultry Inspection program exists to protect the health and welfare of consumers by ensuring that livestock used in the production of meat and poultry products are humanely handled, disease-free, and that the resulting products distributed by Maine inspected establishments are wholesome, not adulterated, and correctly labeled and packaged. Under cooperative agreement with the federal Food Safety Inspection Service (FSIS), our state program has an obligation to ensure that LEP services are provided to customers (beneficiaries) whose first language is not English. Those services need to be “at least equal to” the services that FSIS provides to its LEP customers.

## VI. Current LEP Practices

At the bottom right of the Maine.gov website Home Page and the top right of every page thereafter, LEP individuals can click on a tool powered by Google where a language can be selected and the website will convert to the selected language. Should a request for additional language assistance be received, DACF-QAR-MMPI staff will collect information from the LEP person regarding services needed. Staff will contact the Director of QA&R to set up interpreter services to verbally interpret critical information. The Director will contact CTS Language Link, and enter the QA&R ID #. The Director, QA&R will use CTS Language Link instructions to set up a 3<sup>rd</sup> party call between CTS interpreter, LEP person and QA&R-MMPI personnel, for review and discussion of any critical information.

**View CTS Language Link “How To Access Services” instructions: Appendix B**

## VII. Four Factor Analysis

In order to ensure that LEP customers are provided adequate services, MMPI has conducted a four factor analysis. The four factor analysis addresses the following:

1. The number or proportion of LEP persons eligible to be serviced or likely to be encountered by our state program: **A review of the most current census data indicates that approximately 1.3% of Maine residents speak English less than “very well”. According to American Community Survey (ACS) B16001, There are four populations of LEP persons that exceed the 1,000/5% threshold for LEP persons: Spanish or Spanish Creole, French (including Patois, Cajun), Chinese, and African languages.**

**• Spanish or Spanish Creole.**

**There are 2,543 Spanish or Spanish Creole LEP persons in Maine. However, there do not appear to be any Spanish LEP communities in Maine. The 2009-2013 ACS county data indicates that the largest concentrations of Spanish or Spanish Creole LEP persons appear to be in Androscoggin County (297 persons), Cumberland County (890), Penobscot County (202), and York County (297). The available data would indicate that Spanish-speaking LEP persons are dispersed throughout Maine, rather than concentrated in communities.**

**• French. There are 8,522 French-speaking LEP persons in Maine. The 2009 - 2013 ACS county data shows that the greatest concentration of French-speaking LEPs are in Androscoggin County (1,590 persons), Aroostook County (2,115), Cumberland County (1,221), and York County (1,406). The available data would indicate that French-speaking LEP persons are dispersed throughout Maine, rather than concentrated in communities.**

**• Chinese. There are 1,521 Chinese LEP persons in Maine. The ACS county data shows that the greatest concentrations of Chinese LEP are in Cumberland County (396 persons), Penobscot County (210) and York County (319). The**

available data would indicate that Chinese-speaking LEP persons are dispersed throughout Maine, rather than concentrated in communities.

• **African Languages.** There are 2,078 African Languages LEP persons in Maine. The ACS county data indicates that the greatest concentrations of African languages LEP are in Androscoggin County (456 persons), and Cumberland County (1,597). The re-settlement communities of Lewiston/Auburn and Portland contain Somali people who speak African languages.

In summary, languages spoken in geographical areas where MMPI inspected establishments are located are:

- **Androscoggin County – Spanish, French, African Languages; LEP persons are dispersed rather than concentrated in communities**
  - **Kennebec County – there are no populations that exceed the 1,000/5% threshold for LEP persons in this county**
  - **Sagadahoc County - there are no populations that exceed the 1,000/5% threshold for LEP persons in this county**
  - **Penobscot County – Spanish, Chinese; LEP persons are dispersed rather than concentrated in communities**
2. The frequency with which LEP persons using a particular language come in contact with the state: **To date MMPI has never received a request for translation assistance from current recipients or prospective applicants.**
  3. The nature and importance of the Maine inspection program provided to the individual's life: **The Maine Meat and Poultry Inspection program exists to protect the health and welfare of consumers and has an obligation to ensure that LEP services are provided to customers (beneficiaries) whose first language is not English. If documents are deemed vital to a service requested, arrangements will be made for the documents to be read by an interpreter to the LEP person.**
  4. Determine the resources available to LEP persons and the costs to the state: **Examples of the cost of interpreter services to the State of Maine can be viewed in Appendix A.**

View CTS Language Link contract at: [http://maine.gov/purchases/files/CTS\\_MA.pdf](http://maine.gov/purchases/files/CTS_MA.pdf)

The State of Maine also provides procurement of statewide contracts for interpretation services that include:

American Sign Language Interpretation Services

<http://maine.gov/purchases/contracts/americansignlang.shtml>

**In-Person Spoken Languages Interpreting**

<http://maine.gov/purchases/contracts/inpersonspokenlang.shtml>

**Telephonic Interpreting Services**

<http://maine.gov/purchases/contracts/teleinpersoninterpreting.shtml>

**Video Remote Interpreting Services**

<http://maine.gov/purchases/contracts/videoremoteinterpreting.shtml>

**These services will be provided at no cost to the LEP individual(s), in an accurate and timely manner.**

**VIII. Communication/Outreach – Notification to LEP persons**

At the bottom right of the Maine.gov website Home Page and the top right of every page thereafter, LEP individuals can click on a tool powered by Google where a language can be selected and the website page will convert to the selected language.

An “*I Speak*” poster is displayed in the reception area of DACF-QA&R-MMPI and in each of the MMPI inspected establishments, where recipients of, and applicants for, inspection services may visit.

A copy of the non-discriminatory statement policy is published on applications for inspections services, grants of inspection, letterhead and the MMPI website.

**IX. LEP Training**

Annually, QA&R employees and MMPI inspection personnel who encounter or may encounter LEP persons, shall receive an instruction memo via email regarding procedures for securing translation/interpretation services once coming in contact with an LEP customer.

**X. Roles and Responsibilities**

The MMPI Program Manager is responsible for an annual review and update of this LEP Plan as needed. Any requests for interpretation or translation shall be directed to the DACF-QAR-MMPI staff. MMPI offers its programs to people of all ages, regardless of race, color, sex, religion, national origin, or disability and is an equal opportunity employer and service provider.

**XII. Contacts**

Ron Dyer, Director – Division of QA&R  
MMPI Headquarters 207-287-3841

**Appendix A**

**Examples of Cost of Interpretation Services to the State of Maine**

➤ **American Sign Language Interpretation Services**

**Vendor Cost and Price Information – FY15**

**Mary Jane Grant Interpreting - Updated Pricing FY15**

Overall evaluation rank for cost: 1 (lowest costs across all service categories)

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After- hours, weekends, and holidays</b>
<b>1.</b> Standard ASL Interpreter Services	\$47.00/hour	\$52.00/hour
<b>2.</b> Legal ASL Interpreter Services	\$55.00/hour	\$60.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$47.00/hour	\$52.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days notice, but not “Emergency” / “immediate”)	\$47.00/hour	\$52.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$47.00/hour	\$52.00/hour

**Certified Interpreting**

Overall evaluation rank for cost: 2

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After- hours, weekends, and holidays</b>
<b>1.</b> Standard ASL Interpreter Services	\$48.00/hour	\$53.00/hour

<b>2.</b> Legal ASL Interpreter Services	\$56.00/hour	\$56.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$48.00/hour	\$53.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$48.00/hour	\$53.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$50.00/hour	\$55.00/hour

### KEWL ASL

Overall evaluation rank for cost: 3

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
<b>1.</b> Standard ASL Interpreter Services	\$48.00/hour	\$52.00/hour
<b>2.</b> Legal ASL Interpreter Services	\$57.00/hour	\$60.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$48.00/hour	\$52.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$49.00/hour	\$54.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$55.00/hour	\$60.00/hour

### Professional Interpreting

Overall evaluation rank for cost: 4

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
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<b>1.</b> Standard ASL Interpreter Services	\$50.00/hour	\$55.00/hour
<b>2.</b> Legal ASL Interpreter Services	\$62.00/hour	\$70.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$50.00/hour	\$55.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$55.00/hour	\$60.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$60.00/hour	\$70.00/hour

### **Pine Tree Society**

Overall evaluation rank for cost: 5 (highest costs across all service categories)

<b>Service Category</b>	<b>Hourly Rate for Weekdays, 8AM – 5PM</b>	<b>Hourly Rate for After-hours, weekends, and holidays</b>
<b>1.</b> Standard ASL Interpreter Services	\$64.00/hour	\$81.00/hour
<b>2.</b> Legal ASL Interpreter Services	\$75.00/hour	\$90.00/hour
<b>3.</b> Limited Language/Deaf Tandem Interpreter Services	\$64.00/hour	\$81.00/hour
<b>4.</b> Short Notice ASL Interpreter Services (less than two business days notice, but not "Emergency" / "immediate")	\$81.00/hour	\$81.00/hour
<b>5.</b> Emergency ASL Interpreter Services (immediate assistance required)	\$126.00/hour	\$126.00/hour



## ➤ In-Person Spoken Language Interpreting

Catholic Charities of Maine provides the following fee schedule for In Person Spoken Language Interpreting Services.

Service Category	Hourly Rate for Weekdays, 8AM – 5PM	Hourly Rate for After-hours, weekends, and holidays
1. Standard In-Person Spoken Language Interpreting Services (Pre-arranged date and time with requesting State agency)	\$50.00 /hour	\$65.00 /hour
2. Short Notice In-Person Spoken Language Interpreting Services (less than two business days' notice, but not "Emergency" / "immediate")	\$50.00 /hour	\$65.00 /hour
3. Emergency In-Person Language Interpreting Services (immediate assistance required/urgent need)	\$50.00 /hour	\$65.00 /hour
4. Legal In-Person Spoken Language Interpreting Services	\$50.00 /hour	\$65.00 /hour
5. Medical In-Person Spoken Language Interpreting Services	\$50.00 /hour	\$65.00 /hour

List of spoken languages offered:

Acholi	Farsi	Lingala	Turkish
Albanian	French	Oromo	Ukrainian
Amharic	German	Pashto	Vietnamese
Arabic (Classic)	Greek	Persian	
Arabic (Sudanese)	Indonesian	Portuguese	
Azeri (Azerbaijan)	Italian	Romanian	
Bosnian	Khmer (Cambodian)	Russian	
Bulgarian	Kinyamulenge	Serbian/Serbo-Croatian	
Burmese	Kinyarwanda	Somali	
Chinese (Cantonese)	Kirundi	Spanish	
Chinese (Mandarin)	Korean	Sudanese	
Dari	Kurdish	Swahili	

## ➤ Telephonic Interpreting Services

### CTS Language Link

#### Attachment B Fee Schedule

All pricing includes the cost of servicing of accounts, and complying with all contractual requirements.

**Unit Price:** is on a per minute basis for all languages specified in Attachment A, Technical Requirements as well as for all **unlisted** languages that may be provided through the resultant Contract.

Item No.	Description	Unit Price
1.	Telephone Based Interpreter Services for all languages specified in Attachment A, <i>Technical Requirements</i> , as well as for all <b>unlisted</b> languages that may be provided through the resultant Contract.	\$ 0.62 /min.

**Payment Terms:** Net 30 days

#### **Optional Equipment:**

Item No.	Equipment Available	Cost or % Discount off MSRP
1.	Purchase of Dual Handset Phones	\$150
2.	Lease of Dual Handset Phones	\$15/month
3.	Purchase of Y connector and extra handset	\$35

## CTS Language Link

### How to Use Interactive Voice Response (IVR)

**Complete sign up form:** <http://wsca.ctslanguagelink.com/>

Each agency will need to fill this out for your own account. Once this form is filled out, CTS will receive an email that your account has been created. They will then follow up as to the billing contact and any other information needed. Once all information has been collected, the email that was provided on the form will receive a welcome email that provides all the necessary information to access the portal (access account information online) and a telephonic interpreter.

Once the agency has signed up, an account is created and assign a specific phone number based on the agencies requirements.

**Step 1: Call 1**

**Step 2:** Enter Account Number, followed by # sign

**Step 3:** Select 1 to be connected directly to your Spanish interpreter,  
or

Select 2 to be connected directly to your Russian interpreter,  
or

Select 3 to be connected directly to your Vietnamese  
interpreter, or

Select 4 to be connected directly to your Somali interpreter,  
or

Select 9 for all other languages

**\*If you require a 3<sup>rd</sup> party call, press 9 to reach a Customer Service Representative**

#### IVR FAQs:

##### What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

### **What is IVR?**

IVR stands for Interactive Voice Response. CTS LanguageLink's IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

### **What is a third party call?**

A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

### **How do I make a third party call with CTS LanguageLink?**

If you need a third party call, **press 9** (*even for Spanish*) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our ***interpreters are not able to make the third party call*** directly.

### **I need another language other than the ones listed. How do I get my interpreter on the line?**

**Press 9** for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions: Toll Free: 1 (800) 208-2620

Email: [ClientRelations@ctslanguagelink.com](mailto:ClientRelations@ctslanguagelink.com)